

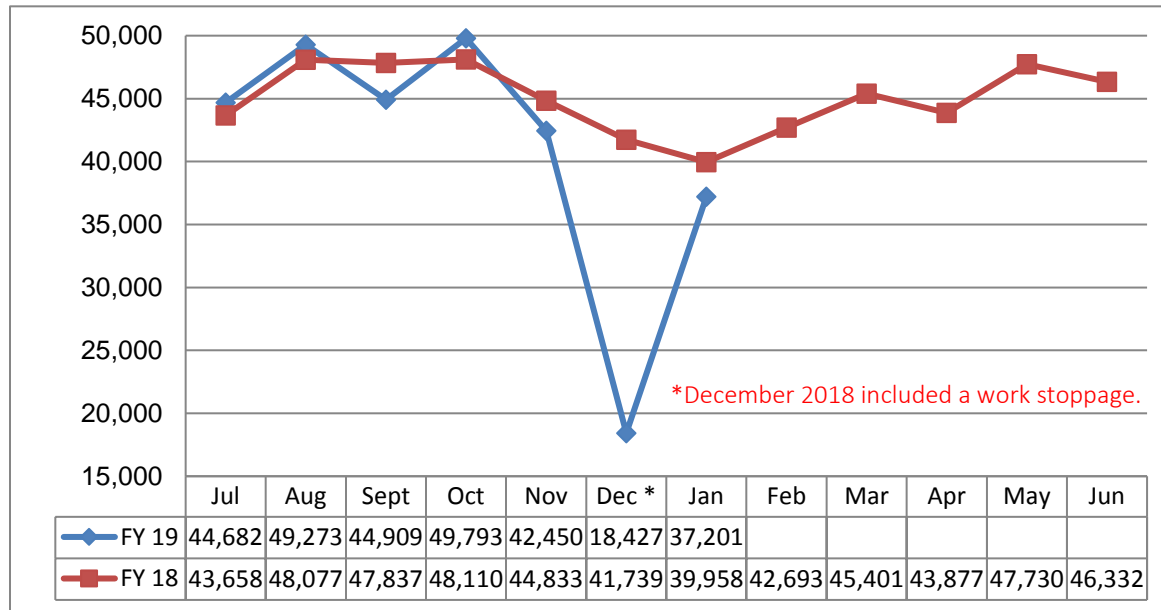


Berkshire Regional Transit Authority

Fixed Route Service Performance Year to Date

July 1, 2018 – January 31, 2019

Fixed Route Ridership *



Maintenance Statistics

	FY 19	FY 18	Difference
Preventive Maintenance Performed On-Time	100.0%	100.0%	0.0
Miles Between Breakdowns	125,368.14	56,559	68,809.14

Valid Customer Complaints per 100k Customers

FY 19	FY 18	Difference
2.81	2.86	- 0.05

On-time Performance

Departures	FY 19	FY 18	Difference
No later than five (5) minutes past scheduled time	91.53 %	91.71 %	- 0.18 %

Scheduled Trips Adherence

Trips Operated	99.44 %
Trips Not Operated	0.56 %

Customers with Bikes or Mobility Devices

	FY 19	FY 18	Difference
Bikes	3,687	4,416	- 729
Mobility Devices	971	1,222	- 251

Customers Per Revenue Mile

FY 19	FY 18	Difference
0.48	0.56	0.08

Preventable Accidents per 100k Miles

FY 19	FY 18	Difference
0.40	0.88	- 0.48

